

**JOB DESCRIPTION**  
*Adams County, Wisconsin*

JOB TITLE: Case Manager  
STATUS: Full time (37½ hours per week), non-exempt  
SCHEDULE: 8:00 A.M. to 4:30 P.M., Monday through Friday  
Evening and/or weekend hours as required  
DEPARTMENT: Health & Human Services  
SUPERVISOR: Long Term Support Manager/Clinical Services Manager

**GENERAL DESCRIPTION:** Under general supervision, the Case Manager provides and coordinates treatment, rehabilitation, and support services to assigned clients, providing technical assistance to other professional staff, as appropriate, in assisting program clients to learn the skills required to live with the most independence possible and to achieve, to the extent possible, self-sufficiency and to exercise self-determination. The Case Manager is responsible for implementing specified portions of the Treatment Plans for assigned clients. The Case Manager may be assigned to work with specific populations (e.g. children with disabilities, individuals with traumatic brain injuries, etc.), depending on the needs of the Department and the experience and interest of the Case Manager.

**JOB DUTIES:**

The following duties are illustrative, and the person holding this position may be required to perform other duties of a similar nature or otherwise related to the position.

1. Responsible for the development, implementation, and review of Case Plans for assigned clients. Responsible for maintaining client records in accordance with regulatory and agency guidelines and timelines.
2. Functions as leader of semi-annual staffings to review and revise plans.
3. Conducts initial and periodic assessments of clients' adaptive behaviors and preferences, in order to identify strengths, needs, and wishes to aid in the development of Case Plans.
4. Develops and writes Case Plans (including prioritization of need areas and writing of specific objectives and plans of approach) for assigned clients.
5. Coordinates the delivery of services as identified in the clients' Case Plans, serving as point of contact for others involved (e.g. staff members, community-based professionals, external agencies, families and other interested parties, etc.), and assuring that all elements of the Case Plan are delivered as specified.
6. Consults with other professional staff within the agency (e.g. Long-Term Support Services Manager, Director, Clinical Services Manager, Youth Services Manager, other Case Managers) in implementing day-to-day decisions made with or on behalf of assigned clients.
7. Coordinates (and/or maintains) client enrollment in entitlement programs, social programs, and other services (or benefits) as applicable.
8. Works in conjunction with applicable Unit Manager(s), Case Managers, and Case Workers to assure that clients receive sufficient support to maintain residence in and expand integration into the community.
9. Responsible for the timely submission of related Case Management documentation, including enrollment in and billing for Medical Assistance case management activities and billing for Medicaid Home and Community Based Waiver and Community Options Program (COP) services, writing progress notes as indicated, correspondence, securing relevant material(s) from other agencies, obtaining informed consent for release of information, etc.
10. Monitors the implementation of services identified in the case plans of assigned clients and assures that services are provided as specified, and may provide technical assistance, coordination of schedules, monitoring and quality control, etc. of Training Specialists, Case

Workers, and other service providers.

11. May be assigned responsibility for ongoing tasks such as annual reviews of protective placements, certification of adult family homes, oversight of the Adult Day Services program, etc.
12. May be asked to assist in the Department intake system, conducting initial interviews, gathering background, financial, and other demographic data to be utilized in making eligibility determinations, referrals to specific programs or units within the Department, and/or referrals to other agencies, programs, or resources. Through structured interviews, assists individuals in problem identification, clarification of needs, and the establishment of broad service goals, in the form of an action plan and initial assessment.
13. Responsible for the strict maintenance of client confidentiality. Assures that records which contain client names are not visible to the public during office hours and are stored securely during non-office hours. Does not discuss client cases or other confidential agency information with anyone (including other, non-involved Department staff, clients' family members or other collaterals, or members of the public) at any time, unless there is a specific need to know and a signed authorization to release information (as appropriate). Does not discuss client cases or confidential agency information with members of the general public, including family members.
14. Responsible for making suggestions to improve program operations, existing service delivery systems, service selection and coordination. Responsible for identifying problems and barriers and recommending appropriate solutions within the context of the goals, objectives, and constraints of the Department. Responsible for contributing to a productive, harmonious, and cooperative work environment.
15. May serve as point of contact for the Health & Human Services Department relative to assigned external agencies, programs, or services. As assigned, may represent the Department at professional meetings, community events, etc.
16. Assists in and/or may be asked to coordinate the provision of services to clients in crisis or emergency situations. For Long-Term Support Case Managers: With the approval of the Director, may participate in the Department's comprehensive crisis intervention system, including after-hours on-call. For Clinical Services Case Managers, participates in the Department's comprehensive crisis intervention system, including after-hours on-call.
17. Performs other duties and responsibilities as assigned by the Director or Supervisor for this position.

#### REQUIRED QUALIFICATIONS:

1. Requires a Bachelor's degree in vocational rehabilitation, psychology, social work, or related field from an accredited college or university.
2. Requires working knowledge of the principles of community integration, alternative housing, and community support.
3. One year of experience working with specified target groups (e.g. elderly, disabled, mentally ill, etc.) is required.
4. Requires outstanding interpersonal and leadership skills, problem-solving and organizational abilities, as well as the ability to work harmoniously, constructively, and cooperatively with other professionals, clients and their families, community service providers, members of the general public, etc. Requires a solution-oriented approach and the ability to generate creative helpful solutions to problems. Requires the ability to follow directions, apply fairly appropriate agency policies, complete projects in a timely manner, and work cooperatively with others.
5. Requires superior writing skills, and the ability to compose a variety of complex and sophisticated professional documents, assessments, and reports.
6. Requires the ability to learn, comprehend, retain, and apply information regarding available

community residential, recreational, and support resources, as well as the regulations governing applicable State and Federal entitlement programs.

7. Requires the ability to work with minimal supervision in a fast-paced and stressful environment focusing on client treatment and habilitation. Requires the ability to maintain the confidentiality of client, staff, and agency information.
8. Requires the flexibility to work a varied schedule, depending upon the needs of assigned clients.
9. Applicants must pass background checks conducted by the Wisconsin Department of Justice and the Wisconsin Department of Health & Family Services.
10. Requires a valid Wisconsin driver's license.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

1. Must be able to communicate, to hear and comprehend verbal communications, to monitor visually program participants (including their whereabouts, the quality of their production, cleanliness of their persons and environments, their social and work behaviors, etc.).
2. Must be able to lift or carry moderately heavy loads (up to 50 pounds). Must be able to assist in lifting and/or transferring clients with physical disabilities.
3. Must be able to work outdoors part of the time and to withstand at times severe environmental factors encountered in operating a vehicle.
4. Must be able to travel independently to various locations. Must be physically able to operate agency vehicles, including wheelchair lifts. The ability to climb stairs or ladders may be required.
5. Must be able to tolerate the stresses associated with deadlines, customer service, and quality enhancement. Must be able to retain professionalism and equanimity in situations involving agitated clients or other involved parties. Must be able to work as a cooperative member of a team, in support of client- and agency-related goals.
6. Probability of exposure to blood-borne pathogens is considered low (but may vary as a function of clients involved).

Approved by the Health & Human Services Board this 10<sup>th</sup> day of February, 2006.

Approved by the Personnel Committee the 22<sup>nd</sup> day of March, 2006.

*reviewed and reformatted February 2006*